

SHAN AFZAL KHAN

• Deira, Dubai • Shanafzal54@gmail.com • +971561864997 • [LinkedIn](#)

PROFILE SUMMARY

Experienced MBA graduate with a strong background in office administration and executive support, showcasing 2 years of hands-on experience in data management, stakeholder coordination, and creating dynamic administrative reports. Proficient in using office software tools, including Microsoft Office Suite, SharePoint, and project management software, to streamline office operations and provide crucial support for executives. Proven track record in identifying operational inefficiencies and offering effective solutions. Actively seeking opportunities in the office and executive assistant roles to leverage these skills and contribute to the efficiency and success of organizations.

SKILLS

Proficient in data organization, meticulous record-keeping, and efficient administrative data management. Business analysis to support decision-making and financial performance evaluation. Effective communicator for conveying insights and adept at generating tailored reports. Experienced in establishing standard operating procedures for office management and strategically supporting executives. Proficient in financial statistics, strategic insights generation, and problem-solving. Strong in business acumen, polished presentation skills, and efficient time management for optimal office operations. Experienced in CRM analysis and adept at managing office software tools, Client Interaction, Client Calls & Emails Handling.

Software Proficiency:

Proficient in Microsoft Office Suite (Excel, PowerPoint, Outlook, Visio), data management software, and office productivity tools. Familiar with CRM software (e.g., Salesforce), project management tools (e.g., JIRA), and ERP software. Skilled in customer Interaction and Front office Management Administration, QuickBooks, Tally ERP.

EXPERIENCE

Business Analyst Intern | KRG Strategy Consultant Pvt. Ltd. | June 2021- Aug 2021

- * Collaborated cross-functionally to reverse engineer legacy insurance systems, ensuring comprehensive requirement and business rule capture.
- * Engaged in detailed requirements sessions with stakeholders, refining financial project objectives.
- * Analyzed current processes, documenting existing workflows and proposing optimized "to be" solutions for effective credit requirements development.

Information Process Specialist | Tata Consultancy Services Pvt. Ltd. | Sept 2021-April 2023

- * Produced influential reports to facilitate decision-making for a diverse audience, ranging from executives to office teams, using Microsoft Office Suite, thus enhancing strategic planning and operational efficiency.
- * Demonstrated proficiency in data management, overseeing the regular production of financial and administrative reports for senior management, ensuring accurate and timely insights.
- * Translated and aligned customer processes with organizational objectives, enhancing the cohesion of office functions with broader business goals.
- * Collaborated closely with cross-functional teams and stakeholders to gather, refine, and implement project requirements, ensuring the smooth execution of office initiatives.
- * Efficiently managed inquiries of a technical or administrative nature, directing them to the relevant departments for prompt resolution, thus maintaining smooth office operations.
- * Enhanced data organization and documentation using office software tools, contributing to streamlined office processes and increased efficiency in day-to-day operations.

Associate Consultant | Publicis Sapient | April 2023 – Aug 2023

- * Collaborated with various teams, including Sales and Growth, to support organization, providing financial insights and assistance to promote growth.
- * Utilized CRM tools for data analysis, extracting valuable financial information to contribute to revenue optimization and informed decision-making.
- * Identified strategic areas for improvement, leading to enhanced financial performance and greater profitability within the organization.
- * Engaged with senior leadership to implement and manage financial CRM systems, establishing essential financial performance indicators (KPIs) for improved decision-making and efficient tracking of customer interactions within the office environment.

CERTIFICATIONS

- * Master Office Administration Certification by LinkedIn Learning
- * Microsoft Certified Excel Expert by LinkedIn.
- * Certified in Office Automation and Publishing.
- * Microsoft Certified Excel Expert by Skill Nation.
- * Client Handling and Client Interaction Certified by Udemy.

EDUCATION QUALIFICATION

G.I BAJAJ INSTITUTE OF MANAGEMENT & RESEARCH

M.B.A (Finance & International Business) | (8.83/10 GPA)

* Integral University

Bachelor of Commerce (Honors) | (7.73/10 GPA)

* Imarticus Learning

PG Program in Data Analytics & Machine Learning | (73%)

* Rajiv Gandhi Computer Saksastra Mission

Diploma in Office Automation & Publishing (69%)

Greater Noida, India

2020-2022

Lucknow, India

2017-2020

Delhi, India

2022-2023

Lucknow, India

2018-2019

Achievements | Extracurricular Activities | Awards

- * On The Spot Award | Tata Consultancy Services Pvt Ltd.
- * Star of the Month Award | Tata Consultancy Services Pvt Ltd.